

## Strengthen The Core Of Your Aftermarket Services With Annata 365

Businesses in industrial equipment today are starting to realize the importance of monetizing their aftermarket services to increase revenue. Providing services such as equipment maintenance, sales of spare parts and warranty management provide significant growth to the business. Transitioning these services into the digital space to take advantage of superior solutions and advanced analytics is an indispensable move for aftermarket players to differentiate themselves from competition.

**Annata 365 is a comprehensive solution that supports equipment and machinery service providers offering aftermarket services such as maintenance, repair, and warranty claims. Built on Microsoft Dynamics 365, the solution digitally transforms business processes in a supply chain to bring efficiency that maximizes returns. Annata 365 turns the unknown into useful and meaningful data by providing a unified ecosystem that seamlessly integrates all key business elements into one single business platform. This technological disruption results in completely new business opportunities for service partners.**

### Key Highlights

#### Efficient sales process

Unified order management allows for quick fulfillment of orders, returns, and automated warranty claims process for equipment and machinery.

#### Remote diagnostics

Status data of connected equipment sent in real time enables an instant analysis and assessment of each equipment.

#### Aftersales services

Improve customer satisfaction through services such as warranty and maintenance packages and periodic invoicing.



### Benefits

#### Industry Specific

Built to deliver industry-specific functionality for equipment organizations. Enjoy benefits of best practices and "out of the box" device features.

#### Actionable Insights

Actionable insights improve business performance and drives business by providing business critical insights for quicker analysis and decision making.

#### Workspaces

Role-based workspaces provide users with complete tools and information needed to perform their role efficiently.

#### Cloud Based

Highly secured and scalable Cloud-based solution that will enable customers to save money by reducing the IT burden and hardware maintenance.

#### Rich User Experience

Quickly and easily access your ERP solution through desktop or mobile web browser. Ability to personalize your user screens without need of programming skills.

#### Choice & Flexibility

A365 excels in its ability to deliver an intuitive solution built around your company's unique needs. Choose how you would like to deploy either in the Cloud, On-premise or Hybrid (Legacy systems + Cloud)

## Core Functionalities

Equipment/Machinery Management	Contract	Service
<p>Enhance productivity and efficiency with Annata 365 equipment management.</p> <p><b>Keep track of equipment service history</b> Seamlessly monitor and track the full-service history of each equipment including claims, recalls and maintenance parts.</p> <p><b>Accessories and consumable sales support</b> Offer additional equipment accessories or additional services and add them to service orders e.g., navigation system or fuel management.</p> <p><b>Accessory installations</b> Install equipment accessories physically using the service order functionality as well as track and control the visibility during equipment sales process.</p>	<p>Increase contract visibility, minimize risk, and never miss another renewal date.</p> <p><b>Service and maintenance contracts</b> Create service/maintenance contracts and quotations with variable configuration templates, prices, and validity. Create long term equipment contracts supported with maintenance services and monthly fees collection.</p> <p><b>Warranty packages</b> Manage and track standard warranties, warranty terms, warranty periods and extended warranties during both the sales and after-sales process.</p> <p><b>Periodic invoicing</b> Annata 365 provides functionalities that enable invoices to be created periodically or on demand.</p>	<p>Streamline administration processes for all your service needs.</p> <p><b>Timesheet management</b> Enable service technicians to pick a service order and clock-in remotely with specialized mobile applications. Supervisors can now very precisely track all technician performance, clock-in/outs entries, working status and variations in shift timings such as standard work time, over time and premium time.</p> <p><b>Workshop &amp; resource scheduling</b> Empower service partners with complete multi-dimensional view of workshops and technician capability &amp; demand. Managers can now streamline resource management and allocate technicians quickly and instantly with a simple drag and drop, as well as monitor all costs of material, labor, travel, and revenues associated with it.</p> <p><b>Maintenance schedule &amp; service recalls</b> Streamline and automate processes for equipment recalls and maintenance schedules. Improve customer awareness of upcoming service and recall by automatically triggering personalized e-mail / text notifications.</p> <p><b>Warranty claim process</b> Automatic validation of warranty claims with early warnings on incorrect claim data. Facilitates submission, pre-authorization, processing, monitoring, rejection, and revision of warranty claims. Handles multiple types of claims including PDI, Goodwill, OEM, Recall campaigns, etc.</p> <p><b>Service campaigns</b> Easily create sales campaigns with capabilities to add extra discounts or accessories for the equipment and its devices.</p>

## Success Story

### HITACHI

Reliable solutions

**Hitachi Construction Machinery Co., Ltd. (Hitachi)**, which manufactures, sells, and rents construction machinery, shifted its focus from new-construction machinery sales to after-sales service and plans to transform its corporate culture to become more adaptable to change. Hitachi chose Annata 365 to strengthen its global after-sales services and implemented an ERP that contains a full set of functions they could use in all areas of the business.

"The speed now is different from the past. For example, when we introduced Dynamics 365/Annata 365 to start a rental/leasing business at our base in the Netherlands, development took six weeks after the initial workshop. The deployment was completed in three months, which included those six weeks. There was a time when the process, from defining requirements to construction and deployment, took one to two years. We are in a new era in which we can quickly test a cloud service that almost fits our business and adapt it to something that fits our business. Further, we can use the latest features and functions without having to worry that the system will become obsolete over time. It was the right choice to move to the cloud." Overall, "the environment that we hadn't been able to realize until now has finally been realized by using cloud computing."

Takayuki Onaka, General Manager,  
Hitachi Construction Machinery Business Management Division

